

**Metropolitan Human Services District   
Board of Directors Meeting  
November 16, 2021 | 10 AM**

**Via Join Zoom Meeting:**

<https://us06web.zoom.us/j/86241228951?pwd=K25SZytKM2ZJZlNCNDI4Q1NkZFRMUT09>

Meeting ID: **862 4122 8951**| Passcode: **2021** | One tap mobile +13017158592,,86241228951#,,,,\*2021#

*MHSD fulfills its statutory role as the planning body for the behavioral health, addiction, and intellectual/developmental disability services for the residents of Orleans, Plaquemines and St. Bernard Parishes by ensuring that eligible residents in these parishes have access to person centered and recovery focused supports designed to optimize their role in the community.*

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| Minutes |

# Call to Order

## Meeting was called to order 10:04 AM by Chair Gary Mendoza and it was determined that a Quorum was present.

# Attendance

## A quorum was present consisting of Gary Mendoza, Michael Pechon, Dr. Ariel Lloyd, Mike Miller, Charlotte Parent, Leslie Prest, Dr. Sarintha Stricklin, Dr. Cathy Lazarus, Stanley Simeon, Tenisha T. Stevens, and Dr. Brian L. Turner

## Absent from the meeting were Dr. Marcus A. Bachhuber, and B. Gerard Woodrich.

## Other individuals in attendance were Rochelle Head-Dunham, MD, DFAPA, FASAM, MHSD Executive Director/Medical Director; Traci Brown, MHSD CFO; Steven Farber, MHSD Deputy Director & General Counsel, Ariel Wilson-Harris, MHSD Communications Director; and Karen Canales, Executive Staff Officer to MHSD Executive Director/Medical Director,

# Approval of the October 22, 2021 Minutes

## Minutes were reviewed and approved by motion of Mr. Pechon, seconded by Ms. Parent, all voted in favor.

# Monitoring Reports

## Monthly Dashboard

Dr. Dunham reported that due to the accelerated time schedule for the meeting the dashboard would be shared with the Board later than usual and reviewed during the next meeting.

Dr. Dunham reviewed the utilization reports for the month of October and the past two Fiscal years to compare service utilization services at MHSD. For the 1st Quarter of FY22 the numbers showed a steady increase. In July we reverted to more in person visits and the increase of the no show rate. Also, Hurricane Ida affected the number of services delivered in September, but in October we trend back. The services include injections as well.

In May 2021 the services by modality shift to more in clinic visits. The spike in July also increases our no-show rate. We would like telehealth to stay about 40% and audio not to be higher than 10%

The decision about how to receive services is placed on the person served.

Dr. Dunham also discussed the availability of COVID-19 tests LDH has provided to MHSD. Results are available in 15 minutes.

## Fiscal Report

Chair Mendoza reported that due to the accelerated time schedule for the meeting Fiscal Report will be reviewed next month.

## Monthly Reports

## *November Report*

## Dr. Dunham presented the Turnover rate for the last 6 months at 12.77%. The threshold/internal benchmark has been set at below 20%. This report reflects the medical turnover that the agency has experienced, but the staff hours have been replaced with the addition of the psychiatric Nurse Practitioners.

## Mr. Farber introduced an update to the Tulane contract that was recently finalized in the last quarter. The agenda and the packet were updated to reflect update instead of approval for signature for this contract was obtained from the board in May 2021 before FY22 began. Ms. Parent recommended for future quarterly updates to provide the original report that gives a summary of the contract that was approved before signature.

## Mr. Farber reviewed the Contract Policy and Procedure.

## Dr. Dunham reviewed the Incident Report for the 1st Quarter of FY22.

## Chair Mendoza requested a motion to approve the monthly reports. Mr. Miller made a motion, seconded by Mr. Pechon, all voted in favor.

## Dr. Dunham introduced MHSD Director of Communication Ariel Wilson-Harris who has served in MHSD for 5 years. Ms. Wilson-Harris will be leaving the agency, but she has been working very hard at making MHSD a household name. Chair Mendoza commended for her work. Ms. Susan Henry was also introduced, and she will be working in the interim while MHSD hires a permanent replacement for Ms. Wilson-Harris. The new commercial was also presented to the Board and the tobacco campaign initiatives that our Communications Department is working on as the age to purchase the tobacco products has been increased to 21 years of age.

## In the previous meeting, the Officers election was deferred to the current meeting, but it was omitted in the agenda. Chair Mendoza requested a motion to be added to the agenda as planned. Ms. Parent made a motion, seconded by Commissioner Stevens, all voted in favor.

# Decision Information

#### Officer Elections–

## Chair Committee Charlotte Parent made a motion to have open nominees for the election, seconded by Ms. Prest, all voted in favor. No new nominees came forward.

## Ms. Parent made a motion, seconded by Ms. Stevens to present the current Board officials in the slate to be voted for an additional term, all voted in favor. Chair Gary Mendoza, Vice Chair Michael Pechon and Secretary Dr. Ariel Lloyd were voted to serve for an additional term.

## The next meeting was proposed for December 17, 2021 at the District Office in Algiers at 11 AM prior to the MHSD Holiday Cookout that will take place from 12-4 PM.

## Chair Mendoza asked for a survey to be sent to the Board members to present them with options to meet at another day and time due to new members joining and virtual will not be an option to meet.

# Consent Agenda.

## No consent agenda items were presented

# Self-evaluation: Board Performance Review

# Adjourn

## A motion to adjourn the meeting was made at 11:00 AM by Mr. Pechon, seconded by Ms. Parent; all in favor, motion passed.